

LINDA LINGLE  
GOVERNOR



CARLITO P. CALIBOSO  
CHAIRMAN

JOHN E. COLE  
COMMISSIONER

LESLIE H. KONDO  
COMMISSIONER

**STATE OF HAWAII**  
**PUBLIC UTILITIES COMMISSION**  
**DEPARTMENT OF BUDGET AND FINANCE**  
485 S. KING STREET, #103  
HONOLULU, HAWAII 96813

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September 19, 2008

William A. Bonnet  
Vice President, Government  
and Community Affairs  
Hawaiian Electric Company, Inc.  
P.O. Box 2750  
Honolulu, Hawaii 96840-0001

Cheryl S. Kikuta  
Utilities Administrator  
Division of Consumer Advocacy  
P.O. Box 541  
Honolulu, Hawaii 96809

David C. Coker, Esq.  
Gayle B. Chestnut, Esq.  
Associate Counsel (Code 09C)  
Naval Facilities Engineering Command Pacific  
258 Makalapa Drive, Suite 100  
Pearl Harbor, Hawaii 96860-3134

Re: Docket No. 2008-0083 - Application of Hawaiian Electric Company, Inc. for Approval  
of Rate Increases and Revised Rate Schedules and Rules

Dear Parties:

For your information and review, enclosed please find copies of public comments and correspondence received by the commission in the above-referenced docket. Also enclosed are copies of the sign-up sheet and written testimony received by the commission at the public hearing held on September 18, 2008.

If you have any questions, please do not hesitate to contact me at 586-2019.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kaiulani Kidani Shinsato".

Kaiulani Kidani Shinsato  
Commission Counsel

KKS:ps

Enclosures

c: Thomas W. Williams, Jr., Esq. and Peter Y. Kikuta, Esq. (w/enclosures)  
Dean K. Matsuura (w/enclosures)  
Dr. Kay Davoodi (w/enclosures)

## PUBLIC MEETING SIGN-UP SHEET

DATE/TIME: Sept. 18, 2008 @ 6:00 PM

STAFF: CC, JC, LHK, KKS, KH

CITY/ISLAND: Honolulu, Oahu

PLACE/ADDRESS: PUC Hearing Room, Room B-3, 465 So. King Street

DKT.NO./APPLICANT: Dkt. No. 2008-0083, HECO

SUBJECT: For Approval of Rate Increases and Revised Rate Schedules and Rules

**(PLEASE PRINT)**

|    | NAME                                   | ORGANIZATION/ADDRESS            |
|----|--|---------------------------------|
| 1. | Robert ALM                             | Hawaiian Electric Company       |
|    |  |                                 |
|    |  |                                 |
| 2. | Catherine Awakuni                      | Division of Consumer Advocacy   |
|    |  |                                 |
|    |  |                                 |
| 3. | Anselm Chuh<br>(Provided by Testifier) | Citizen/Consumer                |
|    |  |                                 |
|    |  |                                 |
| 4. | Holly Riplinger                        | business & residential customer |
|    |  |                                 |
|    |  |                                 |
| 5. |  |                                 |
|    |  |                                 |
|    |  |                                 |

**Hawaiian Electric Company**  
**Public Hearing Statement**  
**Docket No. 2008-0083**  
**Hawaiian Electric Company Application for a Rate Increase**

**September 18, 2008**  
**Public Utilities Commission Hearing Room**

**Introduction**

Good evening Chairman Caliboso, Commissioner Cole, Commissioner Kondo, and members of the audience. My name is Robbie Alm and I am Executive Vice President of Public Affairs at Hawaiian Electric Company.

Let me begin by thanking all of our customers who came tonight to share their thoughts. It is important for us to know what is important to all of you.

We know that there's never a good time to ask for a rate increase. And it's an especially tough time now. We recognize that electric bills, along with everything from gasoline to airline tickets to marine transportation, have gone up considerably, driven by higher fuel costs. While we do not earn any profit on fuel costs, we know that's little comfort when you're facing higher bills. Indeed, Hawaiian Electric will continue to play a central role in helping Hawaii move away from fossil fuels.

We have a responsibility to meet both the current and future energy needs of our customers. That means continuing to make reliability investments and also working hard to encourage energy efficiency and conservation and to develop more renewable energy resources.

### **What will the rate increase be used for?**

The majority of this rate request is for increased reliability costs including higher operating and maintenance costs and to help cover more than \$375 million dollars in capital projects to be completed in 2008 or 2009.

Generating units and electric grids are not glamorous, but certainly are necessary. A strong electric system is needed both for reliable service, and to support more renewable energy and a future smart grid that can provide customers expanded options, including more control over their electric bills.

As an island state, we understand the need for greater energy independence. For too long we've relied on importing fossil fuels. Breaking that dependence requires us to develop additional renewable energy resources.

One of the major projects covered by this rate request to help us accomplish that goal is our new generating unit at Campbell Industrial Park, which will run entirely on renewable biodiesel. This represents a significant step towards "greening" our power grid on Oahu by adding a generating unit that burns biodiesel instead of fossil fuels, reducing greenhouse gas emissions.

Furthermore, the fuel used in this unit must meet Hawaiian Electric's strict sourcing policy. We've worked closely with the Natural Resources Defense Council to come up with a policy that will ensure our suppliers are following sustainable harvesting practices.

And we hope that eventually our biodiesel feedstocks will come from local suppliers. By creating a market for these crops, we can help support local agriculture and help keep our fields green.

over time. Sharp increases in the cost of steel and other industrial materials also are contributing to higher overall operating and maintenance costs.

### **How will this impact Hawaiian Electric's customers?**

These days, everyone is watching every penny. As a result, most of our customers want to know how this will affect their electric bills, and rightly so. If approved, our tiered-rate structure would provide smaller percentage increases for those who use less electricity. For example, if the full request is approved, a "typical" residential customer using 600 kWh a month would see their bill increase by \$6.77.

Again, the tiered system we are proposing is intended to encourage conservation and lessen the impact on residential customers who use smaller amounts of electricity.

### **Conclusion**

Thank you for this opportunity to briefly describe our rate increase application. As I mentioned earlier, we will be available after the public hearing to answer your questions and concerns.

**PUBLIC HEARING  
HAWAIIAN ELECTRIC COMPANY, INC.  
DOCKET NO. 2008-0083**

**Presentation of Catherine P. Awakuni, Executive Director  
Division of Consumer Advocacy  
Thursday, September 18, 2008, 6:00 P.M.  
Public Utilities Commission Hearing Room**

Good evening Chairman Caliboso, Commissioner Cole, and Commissioner Kondo. I am Catherine Awakuni, Executive Director of the Division of Consumer Advocacy ("Consumer Advocate"). The Consumer Advocate represents the interests of the consumers in public utility matters by advocating for reliable utility services at reasonable customer costs. I am here this evening to listen to the consumers' comments and concerns regarding Hawaiian Electric Company, Inc.'s ("HECO") request for approval to increase its rates and revise its rate schedules.

The Consumer Advocate is taking an independent look at HECO's request for Public Utilities Commission ("Commission") approval of its rate increase. We will confirm whether there is a need for the proposed rates and whether the rates proposed are necessary to ensure the provision of reliable service. After completing our review, we will file direct testimonies with the Commission explaining our analysis and recommendations. While we have begun our investigation, including conducting field inspections and witness interviews, we have not completed our analysis and are not able to state a position on the merits of HECO's request this evening.

If an evidentiary hearing is held on HECO'S application, the Consumer Advocate's analysts and consultants who submit direct testimonies will have an opportunity, as witnesses, to orally summarize their written testimonies before the Commission, and because an evidentiary hearing is a quasi-judicial proceeding, the witnesses will be subject to thorough cross-examination by all parties. Following the contested case hearing,

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# Energy Information Administration

Official Energy Statistics from the U.S. Government

[Glossary](#)
[Home](#) > [Electricity](#) > [EPM](#) > Average Retail Price of Electricity to Ultimate Customers by End-Use Sector, by State

## Average Retail Price of Electricity to Ultimate Customers by End-Use Sector, by State

Electric Power Monthly with data for April 2008

Report Released: August 25, 2008

Next Release Date: Mid-September 2008

Table 5.6.A. [xls](#) format [Electric Power Monthly](#)

Table 5.6.A. Average Retail Price of Electricity to Ultimate Customers by End-Use Sector, by State, April 2008 and 2007  
(Cents per kilowatthour)

| Census Division<br>and State | Residential  |              | Commercial <sup>1</sup> |              | Industrial <sup>1</sup> |              | Transportation[1] |              | All Sectors  |              |
|------------------------------|--------------|--------------|-------------------------|--------------|-------------------------|--------------|-------------------|--------------|--------------|--------------|
|                              | Apr-08       | Apr-07       | Apr-08                  | Apr-07       | Apr-08                  | Apr-07       | Apr-08            | Apr-07       | Apr-08       | Apr-07       |
| <b>New England</b>           | <b>16.89</b> | <b>16.87</b> | <b>14.66</b>            | <b>14.52</b> | <b>12.6</b>             | <b>12.09</b> | <b>10.96</b>      | <b>7.81</b>  | <b>15.01</b> | <b>14.87</b> |
| Connecticut                  | 19.4         | 19.53        | 15.63                   | 15.21        | 13.05                   | 12.67        | 12.94             | 13.1         | 16.55        | 16.37        |
| Maine                        | 16.36        | 15.19        | 12.3                    | 12.01        | 11.59                   | 11.02        | —                 | —            | 13.52        | 12.94        |
| Massachusetts                | 16.27        | 16.72        | 14.99                   | 15.04        | 13.44                   | 12.66        | 9.92              | 5.41         | 15.09        | 15.11        |
| New Hampshire                | 15.22        | 14.92        | 13.55                   | 13.96        | 12.36                   | 12.17        | —                 | —            | 13.96        | 13.97        |
| Rhode Island                 | 15.06        | 14.02        | 13.35                   | 12.78        | 12.3                    | 12.22        | —                 | —            | 13.73        | 13.17        |
| Vermont                      | 14.74        | 14.27        | 12.61                   | 12.39        | 8.71                    | 8.64         | —                 | —            | 12.25        | 11.98        |
| <b>Middle Atlantic</b>       | <b>14.31</b> | <b>13.54</b> | <b>13.09</b>            | <b>12.35</b> | <b>8.45</b>             | <b>8.13</b>  | <b>11.69</b>      | <b>12.39</b> | <b>12.48</b> | <b>11.88</b> |
| New Jersey                   | 14.04        | 12.77        | 13.64                   | 11.96        | 10.74                   | 8.56         | 15.38             | 12.59        | 13.38        | 11.75        |
| New York                     | 17.89        | 17.09        | 15.16                   | 14.47        | 11.86                   | 12.17        | 12.44             | 13.35        | 15.61        | 15.07        |
| Pennsylvania                 | 11.2         | 10.75        | 9.28                    | 9.24         | 6.98                    | 6.87         | 7.88              | 8.84         | 9.11         | 8.97         |
| <b>East North Central</b>    | <b>10.34</b> | <b>9.73</b>  | <b>8.76</b>             | <b>8.39</b>  | <b>6.31</b>             | <b>5.78</b>  | <b>7.24</b>       | <b>8.23</b>  | <b>8.33</b>  | <b>7.74</b>  |
| Illinois                     | 11.03        | 10.03        | 8.42                    | 8.3          | 7.67                    | 6.17         | 6.82              | 7.9          | 8.99         | 7.98         |
| Indiana                      | 9.11         | 8.64         | 7.66                    | 7.23         | 5.42                    | 4.99         | 9.69              | 11.2         | 6.92         | 6.5          |
| Michigan                     | 10.36        | 10.04        | 9.25                    | 9.07         | 6.88                    | 6.52         | 13.75             | 11.17        | 8.81         | 8.53         |
| Ohio                         | 10.02        | 9.55         | 9.2                     | 8.56         | 6.08                    | 5.66         | 10.26             | 9.63         | 8.15         | 7.7          |
| Wisconsin                    | 11.44        | 10.7         | 9.24                    | 8.34         | 6.45                    | 5.91         | —                 | —            | 8.79         | 8.09         |
| <b>West North Central</b>    | <b>8.36</b>  | <b>8.16</b>  | <b>6.62</b>             | <b>6.51</b>  | <b>5.03</b>             | <b>4.89</b>  | <b>6.24</b>       | <b>6.59</b>  | <b>6.67</b>  | <b>6.5</b>   |
| Iowa                         | 9.65         | 9.5          | 6.96                    | 6.86         | 4.59                    | 4.53         | NM                | 8.37         | 6.57         | 6.5          |
| Kansas                       | 8.97         | 8.42         | 7.36                    | 6.75         | 5.5                     | 5.1          | —                 | —            | 7.26         | 6.7          |
| Minnesota                    | 9.17         | 9.13         | 7.12                    | 7.67         | 5.49                    | 5.7          | 7.93              | 8.04         | 7.14         | 7.39         |
| Missouri                     | 7.58         | 7.3          | 5.92                    | 5.64         | 4.51                    | 4.32         | 4.54              | 4.85         | 6.22         | 5.91         |
| Nebraska                     | 7.32         | 7.27         | 6.24                    | 5.95         | 4.96                    | 4.34         | —                 | —            | 6.16         | 5.8          |
| North Dakota                 | 7.31         | 6.82         | 6.66                    | 6.17         | 5.59                    | 5.16         | —                 | —            | 6.55         | 6.09         |
| South Dakota                 | 7.92         | 7.95         | 6.64                    | 6.34         | 5.18                    | 4.88         | —                 | —            | 6.85         | 6.67         |
| <b>South Atlantic</b>        | <b>10.37</b> | <b>9.91</b>  | <b>8.94</b>             | <b>8.57</b>  | <b>5.85</b>             | <b>5.4</b>   | <b>10.31</b>      | <b>9.22</b>  | <b>8.82</b>  | <b>8.39</b>  |
| Delaware                     | 13.86        | 12.95        | 11.67                   | 11.21        | 9.82                    | 8.23         | —                 | —            | 11.91        | 11.01        |
| District of Columbia         | 11.11        | 9.83         | 14.48                   | 11.6         | 11.04                   | 9.73         | 12.07             | 11.89        | 13.83        | 11.33        |
| Florida                      | 11.27        | 11.21        | 9.82                    | 9.82         | 7.91                    | 7.73         | 9.75              | 9.92         | 10.32        | 10.29        |
| Georgia                      | 9.48         | 9.1          | 8.82                    | 8.21         | 6.05                    | 5.48         | 6.54              | 6.21         | 8.24         | 7.73         |
| Maryland                     | 13.23        | 9.88         | 11.78                   | 11.16        | 10.06                   | 8.86         | 11.91             | 9.64         | 12.18        | 10.39        |
| North Carolina               | 9.64         | 9.56         | 7.4                     | 7.22         | 5.25                    | 4.96         | 6.54              | —            | 7.72         | 7.49         |
| South Carolina               | 9.84         | 9.34         | 8.11                    | 7.54         | 4.99                    | 4.49         | —                 | —            | 7.29         | 6.76         |
| Virginia                     | 8.9          | 8.67         | 6.58                    | 6.24         | 5.11                    | 4.9          | 7.11              | 6.47         | 7.16         | 6.84         |
| West Virginia                | 7.06         | 6.66         | 6.05                    | 5.76         | 4.05                    | 3.78         | 5.92              | 9.21         | 5.42         | 5.1          |

|                              |              |              |              |              |              |              |              |              |              |              |
|------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>East South Central</b>    | <b>8.92</b>  | <b>8.5</b>   | <b>8.45</b>  | <b>8.05</b>  | <b>5.21</b>  | <b>5.02</b>  | <b>9.47</b>  | <b>10.71</b> | <b>7.14</b>  | <b>6.86</b>  |
| Alabama                      | 9.7          | 9.49         | 8.8          | 8.72         | 5.2          | 5.09         | —            | —            | 7.42         | 7.28         |
| Kentucky                     | 7.66         | 7.52         | 6.89         | 6.8          | 4.46         | 4.43         | —            | —            | 5.72         | 5.69         |
| Mississippi                  | 9.96         | 9.75         | 9.36         | 9.13         | 6.14         | 5.82         | —            | —            | 8.3          | 8.05         |
| Tennessee                    | 8.75         | 7.92         | 8.8          | 7.93         | 5.85         | 5.38         | 9.47         | 10.71        | 7.72         | 7.05         |
| <b>West South Central</b>    | <b>11.44</b> | <b>11.42</b> | <b>9.84</b>  | <b>9.41</b>  | <b>7.96</b>  | <b>7.07</b>  | <b>8.81</b>  | <b>8.59</b>  | <b>9.67</b>  | <b>9.24</b>  |
| Arkansas                     | 9.55         | 8.63         | 7.53         | 6.39         | 5.66         | 4.56         | —            | —            | 7.4          | 6.29         |
| Louisiana                    | 10.03        | 9.71         | 9.83         | 9.54         | 7.6          | 7            | 11.95        | 14.37        | 8.95         | 8.55         |
| Oklahoma                     | 9.01         | 8.89         | 7.08         | 6.53         | 5.33         | 5.17         | —            | —            | 7.16         | 6.86         |
| Texas                        | 12.43        | 12.6         | 10.51        | 10.13        | 8.83         | 7.87         | 8.59         | 8.41         | 10.55        | 10.2         |
| <b>Mountain</b>              | <b>9.51</b>  | <b>8.96</b>  | <b>8.22</b>  | <b>7.59</b>  | <b>5.86</b>  | <b>5.37</b>  | <b>8.28</b>  | <b>7.36</b>  | <b>7.87</b>  | <b>7.3</b>   |
| Arizona                      | 10.01        | 9.2          | 8.51         | 7.77         | 6.23         | 5.72         | —            | —            | 8.59         | 7.9          |
| Colorado                     | 10.09        | 9.39         | 8.93         | 7.8          | 6.44         | 5.99         | 8.45         | 7.35         | 8.62         | 7.82         |
| Idaho                        | 6.66         | 6            | 5.45         | 4.84         | 3.95         | 3.28         | —            | —            | 5.39         | 4.65         |
| Montana                      | 8.87         | 8.73         | 8.44         | 8.25         | 6.43         | 4.98         | —            | —            | 7.91         | 7.31         |
| Nevada                       | 12.53        | 11.5         | 10.34        | 10.1         | 7.78         | 7.36         | 8.83         | 9.15         | 9.74         | 9.26         |
| New Mexico                   | 9.4          | 8.94         | 8.21         | 7.54         | 5.71         | 5.38         | —            | —            | 7.65         | 7.16         |
| Utah                         | 7.93         | 7.78         | 6.39         | 6.28         | 4.53         | 4.35         | 7.88         | 6.94         | 6.26         | 6.05         |
| Wyoming                      | 7.92         | 7.78         | 6.66         | 6.21         | 4.27         | 3.95         | —            | —            | 5.52         | 5.12         |
| <b>Pacific Contiguous</b>    | <b>11.04</b> | <b>11.51</b> | <b>10.33</b> | <b>10.24</b> | <b>7.45</b>  | <b>7.29</b>  | <b>7.9</b>   | <b>6.97</b>  | <b>9.97</b>  | <b>10.04</b> |
| California                   | 13.49        | 14.59        | 11.43        | 11.46        | 9.1          | 9.25         | 7.92         | 6.98         | 11.59        | 11.98        |
| Oregon                       | 8.57         | 7.7          | 8.2          | 7.83         | 4.41         | 4.2          | 7.04         | 6.6          | 7.4          | 6.78         |
| Washington                   | 7.49         | 6.99         | 6.88         | 6.5          | 5.2          | 4.61         | 5.59         | 5.93         | 6.78         | 6.27         |
| <b>Pacific Noncontiguous</b> | <b>24.96</b> | <b>19.19</b> | <b>21.24</b> | <b>16.42</b> | <b>21.31</b> | <b>15.08</b> | <b>—</b>     | <b>—</b>     | <b>22.41</b> | <b>16.89</b> |
| Alaska                       | 17.17        | 14.56        | 13.53        | 11.76        | 14.52        | 11.01        | —            | —            | 14.96        | 12.55        |
| Hawaii                       | 30.31        | 22.48        | 27.45        | 20.38        | 23.81        | 16.62        | —            | —            | 26.96        | 19.66        |
| <b>U.S. Total</b>            | <b>10.97</b> | <b>10.65</b> | <b>9.77</b>  | <b>9.37</b>  | <b>6.71</b>  | <b>6.19</b>  | <b>10.49</b> | <b>10.34</b> | <b>9.26</b>  | <b>8.85</b>  |

[1] See Technical notes for additional information on the Commercial, Industrial and Transportation sectors.

NM = Not meaningful due to large relative standard error or excessive percentage change.

Notes: See Glossary for definitions. Values for 2007 and 2008 are preliminary estimates based on a cutoff model sample. See Technical Notes for a discussion of the sample design for the Form EIA-826. Utilities and energy service providers may classify commercial and industrial customers based on either NAICS codes or demands or usage falling within specified limits by rate schedule. Changes from year to year in consumer counts, sales and revenues, particularly involving the commercial and industrial consumer sectors, may result from respondent implementation of changes in the definitions of consumers, and reclassifications. Retail sales and net generation may not correspond exactly for a particular month for a variety of reasons (i.e., sales data may include imported electricity). Net generation is for the calendar month while retail sales and associated revenue accumulate from bills collected for periods of time (28 to 35 days) that vary dependent upon customer class and consumption occurring in and outside the calendar month. Totals may not equal sum of components because of independent rounding.

Source: Energy Information Administration, Form EIA-826, "Monthly Electric Sales and Revenue Report with State Distributions Report."

### More Tables on the Average Retail Price of Electricity

### Formats

|  |      |     |     |
|--|------|-----|-----|
| Table ES. Summary Statistics for the United States   | html | pdf | xls |
| Table 5.3. Average Retail Price of Electricity to Ultimate Customers: Total by End-Use Sector                                    | html |     | xls |
| Table 5.6.B. Average Retail Price of Electricity to Ultimate Customers by End-Use Sector, by State, Year-to-Date                 | html |     | xls |
| Table ES1.A. Total Electric Power Industry Summary Statistics,   | html |     | xls |
| Table ES1.B. Total Electric Power Industry Summary Statistics, Year-to-Date  | html |     | xls |
| Average Price by State by Provider (EIA-861)   |      |     | xls |
| Current and Historical Monthly Retail Sales, Revenues and Average Revenue per Kilowatthour by State and by Sector (Form EIA-826) |      |     | xls |
| Form EIA-861 Database  |      |     | DBF |
| Table 7.4. Average Retail Price of Electricity to Ultimate Customers by End-Use Sector   | html | pdf | xls |



"Electric Sales, Revenue and Average Price"

html

see also:

[Electric Power Monthly](#)

[Electric Power Annual](#)

[annual electricity statistics back to 1949](#)

[projected electricity capacity to 2030](#)

[international electricity statistics](#)

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[Fedstats](#) • [USA.gov](#) • [Dept. of Energy](#)**

Aloha,

I am here this evening to voice my concerns over the proposed rate hike by Hawaiian Electric. As a business and residential customer I am opposed to this hike for a number of reasons.

First, although the price of crude oil fluctuates and gas prices fluctuate, electric costs only rise.

Second, consumers this year have seen an increase in electric costs anywhere from \$50.00 to \$200.00 in a matter of months.

We all know alternative energy has long been coming, yet we lag behind in using many of the resources available. We have solar and wind power available year round, why we are so slow to implement alternatives. Conserving is a must and while many of us are doing just that, prices with electricity continue to rise. My business electric bill has gone up \$200.00 in four months. Our day to day operations are exactly the same, day in and day out, there is no change in our daily routine, yet my bill keeps rising. I have had an inspector come to the premises to see if there was a problem and what I could do to help reduce costs. He had no answer. I spent over \$2,000.00 on a new refer compressor to help with better energy efficiency, but costs have only risen.

Another concern is it seems that residential and business customers are charged different rates. Did you know that different parts of the island are charged different rates? Why are we being charged different rates? I have HECO bills here that show residential daily charges from \$8.88 per day to \$11.49 per day. I would love a detailed explanation as to why there are price discrepancies.

I currently am paying over \$300.00 per month at my residence. We have three people in our home, we leave our home at 5:00 am and return at 4:00pm daily. All of our appliances are energy efficient, we have solar panels and use the stove 2-3 times a week and hang dry our clothes. What am I paying for? My refrigerator, freezer and four loads of laundry washed in cold water?

We currently pay on each bill; energy charges, interim increases for 2007, interim surcharges, energy cost adjustments, IRP cost recovery and demand charges, most of which I don't even know their meaning. I do not agree with the rate hike. Please do not allow the increase to take place. If we all must live within our means, then so should Hawaiian Electric.

Thank you.  
Holly Reiplinger  
4366 Kilauea Ave.  
Honolulu, Hawaii 96816  
808-349-6129

[illegible]

avg.  
cwa



**Hawaiian Electric Co., Inc.**  
PO Box 3978  
Honolulu, HI 96812-3978

Turn up the thermostat a few degrees to  
SAVE energy and \$\$ on air conditioning.  
Check [www.heco.com](http://www.heco.com) for more tips.

ACCOUNT NUMBER

SERVICE ADDRESS

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|----------|---------------------------------------|----------------|
| 08/21/08 | BALANCE FROM PREVIOUS BILLING         | \$563.77       |
|          | PAYMENT - THANK YOU                   | <u>563.77-</u> |
|          | BALANCE PRIOR TO BILLING              | \$0.00         |
|          | CURRENT ELECTRIC SERVICE DUE 09/23/08 | <u>671.21</u>  |
|          | TOTAL AMOUNT DUE                      | \$671.21       |

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**R RESIDENTIAL SERVICE**  
FROM 08/02/08 TO 09/03/08 32 DAYS

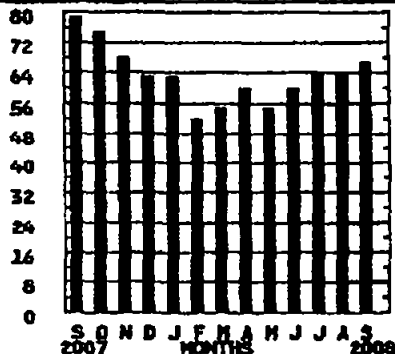
|                  |                |
|------------------|----------------|
| MTR# PX080518728 | KILOWATT HOURS |
| CURRENT READING  | 26578          |
| PREVIOUS READING | <u>24474</u>   |
| DIFFERENCE       | 2104           |
| MULTIPLIER       | <u>1</u>       |
| USAGE            | 2,104          |

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| CUSTOMER CHARGE        | \$8.00       |
| NON-FUEL ENERGY        | 174.62       |
| BASE FUEL ENERGY       | 187.05       |
| TEMP RATE ADJUSTMENT   | 0.02-        |
| INTERIM INCREASE 2007  | 26.32        |
| INTERIM SURCHARGE      | 0.47         |
| ENERGY COST ADJUSTMENT | 252.30       |
| IRP COST RECOVERY      | <u>22.47</u> |
| TOTAL FOR SERVICE      | \$671.21     |

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ELECTRIC USAGE PROFILE FOR METER PX00518728

| DATE     | KWH  | AMOUNT   | DAYS | KWH/DAY | \$/DAY |
|----------|------|----------|------|---------|--------|
| 09/03/08 | 2104 | \$671.21 | 32   | 65.8    | 20.98  |
| 08/02/08 | 1479 | \$43.77  | 31   | 47.7    | 14.12  |
| 07/02/08 | 1462 | \$42.14  | 31   | 47.2    | 13.94  |
| 06/03/08 | 1880 | \$53.15  | 32   | 58.8    | 17.04  |
| 05/02/08 | 1631 | \$48.59  | 30   | 54.4    | 16.29  |
| 04/02/08 | 1751 | \$47.34  | 30   | 58.4    | 17.42  |
| 03/04/08 | 1552 | \$39.76  | 29   | 53.5    | 15.58  |
| 02/04/08 | 1707 | \$41.82  | 32   | 53.4    | 15.75  |
| 01/02/08 | 1842 | \$46.43  | 32   | 57.6    | 17.33  |
| 12/03/07 | 1991 | \$51.43  | 32   | 62.2    | 18.81  |
| 11/01/07 | 2050 | \$55.93  | 30   | 68.3    | 19.20  |
| 10/01/07 | 2125 | \$58.71  | 30   | 70.8    | 20.24  |
| 08/31/07 | 2328 | \$68.75  | 31   | 75.1    | 22.98  |

WHEN PAYING IN PERSON, PLEASE PRESENT BOTH PORTIONS

098040803 090408 05218 P1



Hawaiian Electric Co., Inc.  
PO Box 3978  
Honolulu, HI 96812-3978

To increase its efficiency, provide  
your air conditioner with shade  
AND plenty of air circulation.

ACCOUNT NUMBER

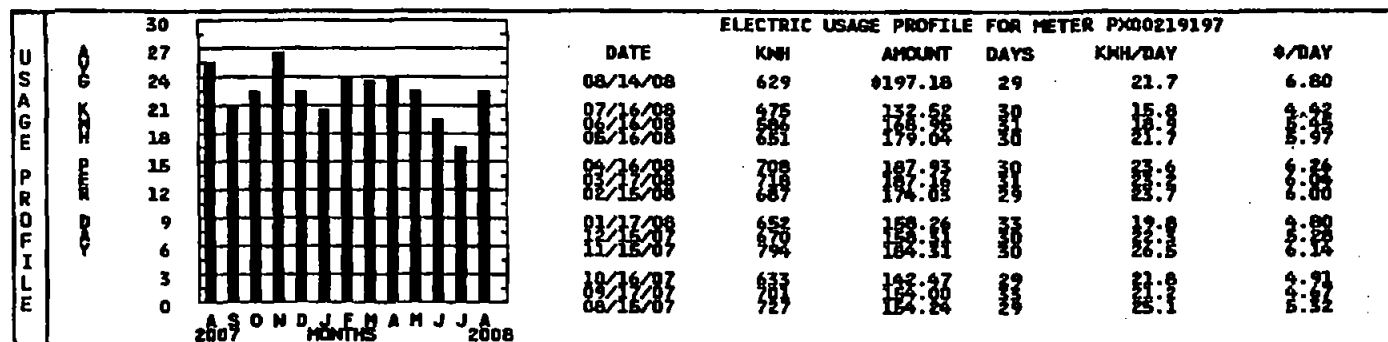
SERVICE ADDRESS

|         |          |                                       |               |
|---------|----------|---------------------------------------|---------------|
| AMOUNTS | 08/05/08 | BALANCE FROM PREVIOUS BILLING         | \$120.51      |
|         |          | PAYMENT - THANK YOU                   | <u>120.51</u> |
|         |          | BALANCE PRIOR TO BILLING              | \$0.00        |
|         |          | CURRENT ELECTRIC SERVICE DUE 09/06/08 | <u>197.18</u> |
|         |          | TOTAL AMOUNT DUE                      | \$197.18      |

Hawaii Kai ①

AG  
#482  
9.2.08

|             |  |       |                   |                        |        |
|-------------|--|-------|-------------------|------------------------|--------|
| BILL PERIOD | R RESIDENTIAL SERVICE<br>FROM 07/16/08 TO 08/14/08 29 DAYS |       | BILL DETAIL       | CUSTOMER CHARGE        | \$8.00 |
|             | NTR# PX000219197 KILOWATT HOURS                            |       |                   | NON-FUEL ENERGY        | 52.20  |
|             | CURRENT READING  | 51669 |                   | BASE FUEL ENERGY       | 55.92  |
|             | PREVIOUS READING   | 51040 |                   | INTERIM INCREASE 2007  | 8.27   |
|             | DIFFERENCE   | 629   |                   | 2005 RATE REFUND       | 4.19   |
|             | MULTIPLIER   | 1     |                   | INTERIM SURCHARGE      | 0.12   |
|             | USAGE  | 629   |                   | ENERGY COST ADJUSTMENT | 70.14  |
|             |  |       | IRP COST RECOVERY | 6.72                   |        |
|             |  |       | TOTAL FOR SERVICE | \$197.18               |        |



WHEN PAYING IN PERSON, PLEASE PRESENT BOTH PORTIONS

088130784 081808 06121 P1



Hawaiian Electric Co., Inc.  
PO Box 3978  
Honolulu, HI 96812-3978

Hawaiian Kai (2)

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your air conditioner with shade  
AND plenty of air circulation.

ACCOUNT NUMBER

SERVICE ADDRESS

NIUMALU LP

08/04/08

BALANCE FROM PREVIOUS BILLING  
PAYMENT - THANK YOU  
BALANCE PRIOR TO BILLING  
CURRENT ELECTRIC SERVICE DUE 09/07/08  
TOTAL AMOUNT DUE

\$526.17  
526.17-  
\$0.00  
322.41  
\$322.41

AMOUNTS

R RESIDENTIAL SERVICE  
FROM 07/16/08 TO 08/14/08 29 DAYS

MTR# [REDACTED] KILOWATT HOURS  
CURRENT READING 65697  
PREVIOUS READING 64651  
DIFFERENCE 1046  
MULTIPLIER 1  
USAGE 1,046

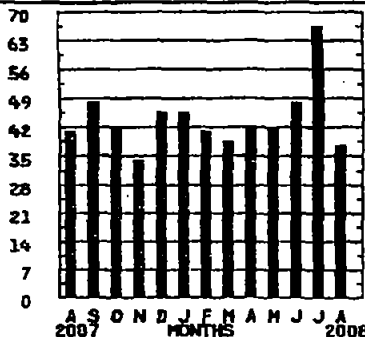
BILL PERIOD

BILL DETAIL

CUSTOMER CHARGE \$8.00  
NON-FUEL ENERGY 86.81  
BASE FUEL ENERGY 92.99  
INTERIM INCREASE 2007 13.37  
2005 RATE REFUND 6.78-  
INTERIM SURCHARGE 0.20  
ENERGY COST ADJUSTMENT 116.64  
IRP COST RECOVERY 11.18  
TOTAL FOR SERVICE \$322.41

USAGE PROFILE

KGW PER DAY



ELECTRIC USAGE PROFILE FOR METER PX00199279

| DATE     | KWH  | AMOUNT   | DAYS | KWH/DAY | \$/DAY |
|----------|------|----------|------|---------|--------|
| 08/14/08 | 1046 | \$322.41 | 29   | 36.1    | 11.12  |
| 07/16/08 | 1968 | 526.17   | 30   | 65.6    | 17.54  |
| 06/16/08 | 1471 | 411.83   | 30   | 49.0    | 13.23  |
| 05/16/08 | 1259 | 333.43   | 30   | 41.9    | 11.11  |
| 04/16/08 | 1251 | 325.85   | 30   | 41.7    | 10.86  |
| 03/17/08 | 1143 | 299.87   | 31   | 37.1    | 9.51   |
| 02/15/08 | 1119 | 278.35   | 29   | 38.6    | 9.60   |
| 01/17/08 | 1442 | 344.84   | 33   | 44.3    | 10.65  |
| 12/15/07 | 1319 | 303.81   | 30   | 44.0    | 10.13  |
| 11/15/07 | 991  | 228.08   | 30   | 33.0    | 7.60   |
| 10/16/07 | 1225 | 260.72   | 29   | 42.2    | 9.87   |
| 09/17/07 | 1503 | 321.68   | 33   | 45.5    | 9.75   |
| 08/15/07 | 1174 | 244.49   | 29   | 40.5    | 8.43   |

WHEN PAYING IN PERSON, PLEASE PRESENT BOTH PORTIONS

P1



Hawaiian Electric Co., Inc.  
PO Box 3978  
Honolulu, HI 96812-3978

To increase its efficiency,  
your air conditioner with shade  
AND plenty of air circulation.

ACCOUNT NUMBER

SERVICE ADDRESS

417 KAIMAKE LP

08/01/08

BALANCE FROM PREVIOUS BILLING  
PAYMENT - THANK YOU  
BALANCE PRIOR TO BILLING  
CURRENT ELECTRIC SERVICE DUE 09/02/08  
TOTAL AMOUNT DUE

\$88.74  
88.74-  
\$0.00  
108.91  
\$108.91

Kailua

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R RESIDENTIAL SERVICE  
FROM 07/15/08 TO 08/13/08 29 DAYS

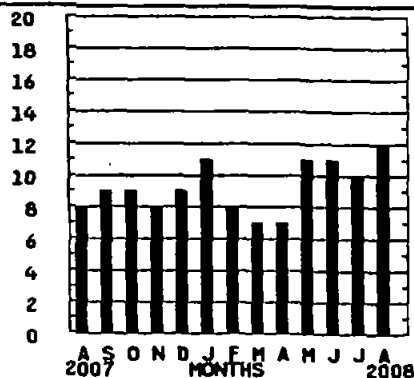
MTR# PX000507478 KILOWATT HOURS  
CURRENT READING 09460  
PREVIOUS READING 09123  
DIFFERENCE 337  
MULTIPLIER 1  
USAGE 337

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CUSTOMER CHARGE \$8.00  
NON-FUEL ENERGY 27.97  
BASE FUEL ENERGY 29.96  
INTERIM INCREASE 2007 4.69  
2005 RATE REFUND 2.78-  
INTERIM SURCHARGE 0.06  
ENERGY COST ADJUSTMENT 37.41  
IRP COST RECOVERY 3.60  
TOTAL FOR SERVICE \$108.91

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ELECTRIC USAGE PROFILE FOR METER PX000507478

| DATE     | KWH | AMOUNT   | DAYS | KWH/DAY | \$/DAY |
|----------|-----|----------|------|---------|--------|
| 08/13/08 | 337 | \$108.91 | 29   | 11.6    | 3.76   |
| 07/15/08 | 307 | 88.74    | 32   | 9.6     | 2.77   |
| 06/13/08 | 319 | 95.28    | 30   | 10.6    | 3.18   |
| 05/14/08 | 319 | 91.62    | 30   | 10.6    | 3.05   |
| 04/14/08 | 294 | 59.79    | 31   | 6.6     | 1.93   |
| 03/14/08 | 312 | 60.93    | 29   | 7.3     | 2.10   |
| 02/14/08 | 249 | 68.06    | 30   | 8.3     | 2.27   |
| 01/15/08 | 366 | 92.26    | 32   | 11.4    | 2.68   |
| 12/14/07 | 272 | 69.06    | 30   | 9.1     | 2.30   |
| 11/14/07 | 245 | 62.31    | 30   | 8.2     | 2.08   |
| 10/15/07 | 286 | 68.34    | 32   | 8.9     | 2.14   |
| 09/13/07 | 279 | 65.64    | 31   | 9.0     | 2.12   |
| 08/13/07 | 253 | 58.27    | 31   | 8.2     | 1.88   |

WHEN PAYING IN PERSON PLEASE PRESENT BOTH PORTIONS



Hawaiian Electric Co., Inc.  
PO Box 3978  
Honolulu, HI 96812-3978

Salt Lake

Turn up the thermostat a few degrees to  
SAVE energy: **\$\$** on air conditioning.  
Check [www.heco.com](http://www.heco.com) for more tips.

ACCOUNT NUMBER

SERVICE ADDRESS

BALANCE FROM PREVIOUS BILLING  
PAYMENT - THANK YOU  
BALANCE PRIOR TO BILLING  
CURRENT ELECTRIC SERVICE  
BILL WILL BE PAID BY BANK ON 09/19/08

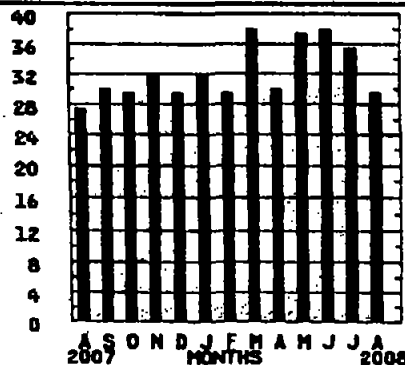
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R RESIDENTIAL SERVICE  
FROM 07/30/08 TO 08/29/08 30 DAYS

WIRE #0000395568 KILOWATT HOURS  
CURRENT READING 75565  
PREVIOUS READING 74702  
DIFFERENCE 863  
MULTIPLIER 1  
USAGE 863

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CUSTOMER CHARGE  
NON-FUEL ENERGY  
BASE FUEL ENERGY  
INTEGRATION FUEL ENERGY  
INTERIM SURCHARGE  
ENERGY COST ADJUSTMENT  
TRP COST RECOVERY  
TOTAL FOR SERVICE

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ELECTRIC USAGE PROFILE FOR MONTH OF AUGUST 2008

| DATE     | KWH  | AMOUNT   | DAYS | AMOUNT | AMOUNT   |
|----------|------|----------|------|--------|----------|
| 08/29/08 | 863  | \$279.25 | 30   | 20.0   | \$279.25 |
| 07/30/08 | 1155 | \$355.11 | 31   | 11.3   | \$355.11 |
| 08/29/08 | 1067 | \$329.09 | 31   | 11.3   | \$329.09 |
| 07/30/08 | 888  | \$274.45 | 30   | 11.3   | \$274.45 |
| 08/29/08 | 1202 | \$369.29 | 31   | 11.3   | \$369.29 |
| 07/30/08 | 1015 | \$305.12 | 31   | 11.3   | \$305.12 |
| 08/29/08 | 949  | \$289.18 | 31   | 11.3   | \$289.18 |
| 07/30/08 | 924  | \$282.71 | 31   | 11.3   | \$282.71 |
| 08/29/08 | 882  | \$269.25 | 31   | 11.3   | \$269.25 |

WHEN PAYING IN PERSON, PLEASE PRESENT BOTH PORTIONS

090208 07003 P1 T

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT



Hawaiian Electric Co., Inc.  
PO Box 3978  
Honolulu, HI 96812-3978  
Telephone (808) 548-7311  
Fax Number (808) 543-7799

ACCOUNT NUMBER

[REDACTED]

TO BE PAID BY BANK PLAN ON 09/19/08  
DATE DUE

TOTAL AMOUNT DUE

\$279.25

AMOUNT ENCLOSED

PLEASE MAKE CHECKS  
PAYABLE TO:

HECO  
PO Box 3978  
Honolulu, HI 96812-3978

[REDACTED]

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PO Box 3978  
Honolulu, HI 96812-3978

Long's District Office Fax: 808-841-8230

Sep 17 2008 07:18am P001/001

your air conditioner with shade  
AND plenty of air circulation.

ACCOUNT NUMBER

SERVICE ADDRESS

144 WALKER AV

07/30/08  
BALANCE FROM PREVIOUS BILLING  
PAYMENT - THANK YOU  
BALANCE PRIOR TO BILLING  
CURRENT ELECTRIC SERVICE DUE 08/27/08  
TOTAL AMOUNT DUE

\$145.50  
145.50-  
\$0.00  
149.50  
\$149.50

wahiawa ①

R RESIDENTIAL SERVICE  
FROM 07/09/08 TO 08/07/08 29 DAYS

MTR# PX000341465 KILOWATT HOURS  
CURRENT READING 60716  
PREVIOUS READING 60227  
DIFFERENCE 489  
MULTIPLIER 1  
USAGE 489

CUSTOMER CHARGE \$8.00  
NON-FUEL ENERGY 40.58  
BASE FUEL ENERGY 43.47  
INTERIM INCREASE 2007 8.55  
2005 RATE REFUND 7.20  
INTERIM SURCHARGE 0.08  
ENERGY COST ADJUSTMENT 52.88  
IRP COST RECOVERY 5.22  
TOTAL FOR SERVICE \$149.50

USAGE PROFILE

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ELECTRIC USAGE PROFILE FOR METER PX000341465

| DATE     | KWH | AMOUNT   | DAYS | KWH/DAY | \$/DAY |
|----------|-----|----------|------|---------|--------|
| 08/07/08 | 489 | \$149.50 | 29   | 16.9    | \$5.16 |
| 07/09/08 | 618 | 145.50   | 30   | 17.3    | 4.85   |
| 06/09/08 | 620 | 144.20   | 30   | 18.8    | 4.81   |
| 05/09/08 | 639 | 148.33   | 30   | 18.0    | 4.94   |
| 04/09/08 | 616 | 138.38   | 29   | 17.8    | 4.77   |
| 03/11/08 | 681 | 157.89   | 33   | 19.0    | 4.78   |
| 02/11/08 | 714 | 178.72   | 33   | 21.0    | 5.42   |
| 01/09/08 | 656 | 158.04   | 30   | 21.9    | 5.27   |
| 12/08/07 | 683 | 168.71   | 30   | 20.8    | 4.87   |
| 11/07/07 | 656 | 138.20   | 28   | 19.6    | 4.65   |
| 10/10/07 | 612 | 138.91   | 28   | 18.8    | 4.21   |
| 09/07/07 | 681 | 158.16   | 29   | 18.7    | 4.14   |
| 08/07/07 | 633 | 119.58   | 29   | 18.4    | 3.92   |

Wahiana

(2)

Hawaiian Electric Co., Inc.  
PO Box 3978  
Honolulu, HI 96812-3978

Turn up the thermostat a few degrees to  
SAVE energy and \$\$ on air conditioning.  
Check [www.heco.com](http://www.heco.com) for more tips.

ACCOUNT NUMBER

SERVICE ADDRESS

PAGE 1 OF 2

51 LEILEHUA RD

OVERDUE BALANCE PRIOR TO BILLING DUE NOW  
CURRENT ELECTRIC SERVICE  
OTHER SERVICES  
CURRENT CHARGES DUE 09/29/08  
TOTAL AMOUNT DUE

\$151.55

99.83

5.00

96.83

\$248.38

AMOUNTS

R RESIDENTIAL SERVICE  
FROM 08/07/08 TO 09/09/08 33 DAYS

MTR# PX000153366 KILOWATT HOURS  
CURRENT READING 69856  
PREVIOUS READING 69568  
DIFFERENCE 288  
MULTIPLIER 1  
USAGE 288

BILL PERIOD

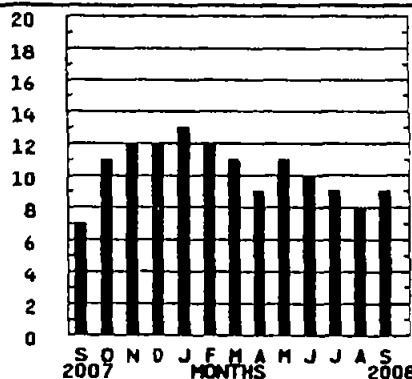
CUSTOMER CHARGE \$8.00  
NON-FUEL ENERGY 23.90  
BASE FUEL ENERGY 25.60  
TEMP RATE ADJUSTMENT 0.01  
INTERIM INCREASE 2007 4.09  
INTERIM SURCHARGE 0.05  
ENERGY COST ADJUSTMENT 34.99  
IRP COST RECOVERY 3.21  
TOTAL FOR SERVICE \$99.83

BILL DETAIL

ELECTRIC USAGE PROFILE FOR METER PX00153366

USAGE PROFILE

AVG KWH PER DAY



| DATE     | KWH | AMOUNT  | DAYS | KWH/DAY | \$/DAY |
|----------|-----|---------|------|---------|--------|
| 09/09/08 | 288 | \$99.83 | 33   | 8.7     | 3.03   |
| 08/07/08 | 236 | 76.27   | 29   | 8.1     | 2.63   |
| 07/09/08 | 277 | 81.28   | 30   | 9.2     | 2.71   |
| 06/09/08 | 311 | 92.49   | 31   | 10.0    | 2.98   |
| 05/09/08 | 316 | 90.31   | 30   | 10.5    | 3.01   |
| 04/09/08 | 273 | 77.02   | 29   | 9.4     | 2.86   |
| 03/11/08 | 325 | 89.02   | 29   | 11.2    | 3.07   |
| 02/11/08 | 405 | 104.88  | 33   | 12.3    | 3.18   |
| 01/09/08 | 390 | 97.23   | 30   | 13.0    | 3.64   |
| 12/10/07 | 347 | 96.81   | 30   | 12.0    | 2.93   |
| 11/07/07 | 329 | 80.35   | 28   | 11.8    | 2.87   |
| 10/10/07 | 375 | 87.08   | 31   | 12.1    | 2.81   |
| 09/07/07 | 231 | 55.44   | 31   | 7.5     | 1.79   |



Hawaiian Electric Co., Inc.  
PO Box 3978  
Honolulu, HI 96812-3978

To increase its efficiency, provide  
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AND plenty of air circulation.

ACCOUNT NUMBER

SERVICE ADDRESS

4366 KILAUEA AV

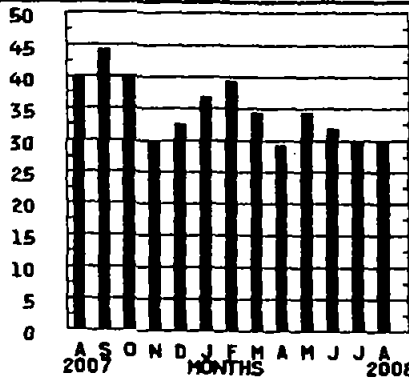
08/07/08 BALANCE FROM PREVIOUS BILLING \$242.35  
PAYMENT - THANK YOU 242.35-  
BALANCE PRIOR TO BILLING \$0.00  
CURRENT ELECTRIC SERVICE 303.19  
BILL WILL BE PAID BY BANK ON 09/08/08 \$303.19

Waialae

R RESIDENTIAL SERVICE  
FROM 07/17/08 TO 08/18/08 32 DAYS

MTR# PX000466641 KILOWATT HOURS  
CURRENT READING 47780  
PREVIOUS READING 46807  
DIFFERENCE 973  
MULTIPLIER 1  
USAGE 973

CUSTOMER CHARGE \$8.00  
NON-FUEL ENERGY 80.75  
BASE FUEL ENERGY 86.50  
INTERIM INCREASE 2007 12.48  
2005 RATE REFUND 4.78-  
INTERIM SURCHARGE 0.20  
ENERGY COST ADJUSTMENT 109.64  
IRP COST RECOVERY 10.40  
TOTAL FOR SERVICE \$303.19



ELECTRIC USAGE PROFILE FOR METER PX000466641

| DATE     | KWH  | AMOUNT   | DAYS | KWH/DAY | \$/DAY |
|----------|------|----------|------|---------|--------|
| 08/18/08 | 973  | \$303.19 | 32   | 30.4    | 9.47   |
| 07/17/08 | 893  | 242.35   | 30   | 29.8    | 8.08   |
| 06/17/08 | 895  | 256.67   | 29   | 30.9    | 8.78   |
| 05/19/08 | 1049 | 284.18   | 32   | 32.8    | 8.68   |
| 04/17/08 | 844  | 222.66   | 30   | 28.1    | 7.42   |
| 03/18/08 | 923  | 238.48   | 28   | 33.0    | 8.52   |
| 02/19/08 | 1223 | 304.77   | 32   | 38.2    | 9.52   |
| 01/18/08 | 1149 | 273.21   | 32   | 35.9    | 8.54   |
| 12/17/07 | 999  | 232.25   | 31   | 32.2    | 7.49   |
| 11/16/07 | 910  | 210.35   | 30   | 30.3    | 7.01   |
| 10/17/07 | 1166 | 256.21   | 30   | 38.9    | 8.54   |
| 09/17/07 | 1414 | 303.07   | 33   | 42.8    | 9.18   |
| 08/15/07 | 1150 | 239.66   | 29   | 39.7    | 8.26   |

WHEN PAYING IN PERSON PLEASE PRESENT BOTH PORTIONS

waialae-iki



**HAWAIIAN Electric Co., Inc.**  
PO Box 3978  
Honolulu, HI 96812-3978

To increase its efficiency, provide your air conditioner with shade AND plenty of air circulation.

**ACCOUNT NUMBER****SERVICE ADDRESS**

PAGE 1 OF 2

| BALANCE FROM PREVIOUS BILLING<br>PAYMENTS - THANK YOU<br>BALANCE PRIOR TO BILLING<br>CURRENT ELECTRIC SERVICE<br>OTHER SERVICES<br>CURRENT CHARGES<br>BILL WILL BE PAID BY BANK ON 09/06/08 |      | 000000<br>000000<br>000000<br>000000<br>000000<br>000000<br>000000  |      |        |      |        |      |        |      |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |
|---|------|---|------|--------|------|--------|------|--------|------|----------|------|----------|----|--------|----|----------|------|----------|----|--------|----|----------|------|----------|----|--------|----|----------|------|----------|----|--------|----|----------|------|----------|----|--------|----|
| RESIDENTIAL SERVICE<br>08/22/08 TO 08/18/08 32 DAYS<br>MTR #X000200140 KILGATT<br>CURRENT READING 38420<br>PREVIOUS READING 37320<br>DIFFERENCE 1100  |      | CUSTOMER CHARGE \$8.00<br>NON-FUEL ENERGY \$2.43<br>BASE FUEL ENERGY \$9.10<br>INTERIM INCREASE 2807 \$6.04<br>2005 RATE REFUND \$0.00<br>INTERIM SURCHARGE \$0.00<br>ENERGY COST ADJUSTMENT \$0.00<br>IMP. COST RECOVERY \$0.00<br>TOTAL FOR CURRENT MONTH \$25.57   |      |        |      |        |      |        |      |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |
|   |      | ELECTRIC USAGE PROFILE FOR PAPER PRESENTATION<br><table border="1"> <thead> <tr> <th>DATE</th> <th>KWH</th> <th>AMOUNT</th> <th>DAYS</th> <th>AMOUNT</th> <th>DAYS</th> </tr> </thead> <tbody> <tr> <td>08/18/08</td> <td>18.1</td> <td>\$148.82</td> <td>31</td> <td>\$58.1</td> <td>18</td> </tr> <tr> <td>08/19/08</td> <td>17.1</td> <td>\$138.82</td> <td>31</td> <td>\$54.1</td> <td>18</td> </tr> <tr> <td>08/20/08</td> <td>16.1</td> <td>\$128.82</td> <td>31</td> <td>\$50.1</td> <td>18</td> </tr> <tr> <td>08/21/08</td> <td>15.1</td> <td>\$118.82</td> <td>31</td> <td>\$46.1</td> <td>18</td> </tr> <tr> <td>08/22/08</td> <td>14.1</td> <td>\$108.82</td> <td>31</td> <td>\$42.1</td> <td>18</td> </tr> </tbody> </table> |      | DATE   | KWH  | AMOUNT | DAYS | AMOUNT | DAYS | 08/18/08 | 18.1 | \$148.82 | 31 | \$58.1 | 18 | 08/19/08 | 17.1 | \$138.82 | 31 | \$54.1 | 18 | 08/20/08 | 16.1 | \$128.82 | 31 | \$50.1 | 18 | 08/21/08 | 15.1 | \$118.82 | 31 | \$46.1 | 18 | 08/22/08 | 14.1 | \$108.82 | 31 | \$42.1 | 18 |
| DATE  | KWH  | AMOUNT  | DAYS | AMOUNT | DAYS |        |      |        |      |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |
| 08/18/08  | 18.1 | \$148.82  | 31   | \$58.1 | 18   |        |      |        |      |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |
| 08/19/08  | 17.1 | \$138.82  | 31   | \$54.1 | 18   |        |      |        |      |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |
| 08/20/08  | 16.1 | \$128.82  | 31   | \$50.1 | 18   |        |      |        |      |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |
| 08/21/08  | 15.1 | \$118.82  | 31   | \$46.1 | 18   |        |      |        |      |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |
| 08/22/08  | 14.1 | \$108.82  | 31   | \$42.1 | 18   |        |      |        |      |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |          |      |          |    |        |    |

WHEN PAYING IN PERSON, PLEASE PRESENT BOTH PORTIONS  
PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT



**Hawaiian Electric Co., Inc.**  
PO Box 3978  
Honolulu, HI 96812-3978  
Telephone (808) 548-7311  
Fax Number (808) 548-7700

ACCOUNT NUMBER

**TOTAL AMOUNT DUE**

\$142.02

TO BE PAID BY BANK PLAN ON 02/08/58



Hawaiian Electric Co., Inc.  
PO Box 3978  
Honolulu, HI 96812-3978

To increase its efficiency, provide  
your air conditioner with shade  
AND plenty of air circulation.

ACCOUNT NUMBER

SERVICE ADDRESS

69 N BERETANIA ST \*

08/18/08 BALANCE FROM PREVIOUS BILLING  
PAYMENT - THANK YOU  
BALANCE PRIOR TO BILLING  
CURRENT ELECTRIC SERVICE DUE 09/14/08  
TOTAL AMOUNT DUE

\$826.29  
826.29-  
\$0.00  
866.36  
\$866.36

chinatown  
august

04500FHB 0450013 TO: 09/15/08 10:26A  
000000088242473005 \$866.36+  
271MS CHECK PNT

G GENERAL SERVICE  
FROM 07/25/08 TO 08/25/08 31 DAYS

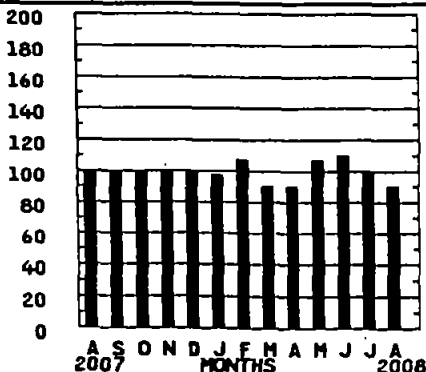
MTR# PX000415843 KILOWATT HOURS  
CURRENT READING 48787  
PREVIOUS READING 45953  
DIFFERENCE 2834  
MULTIPLIER 1  
USAGE 2,834

CUSTOMER CHARGE \$30.00  
ENERGY CHARGE 465.36  
INTERIM INCREASE 2007 34.92  
INTERIM SURCHARGE 0.65  
ENERGY COST ADJUSTMENT 329.47  
IRP COST RECOVERY 5.96  
TOTAL FOR SERVICE \$866.36

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ELECTRIC USAGE PROFILE FOR METER PX00415843

| DATE     | KWH  | AMOUNT   | DAYS | KWH/DAY | \$/DAY |
|----------|------|----------|------|---------|--------|
| 08/25/08 | 2834 | \$866.36 | 31   | 91.4    | 27.95  |
| 07/25/08 | 3124 | 826.29   | 31   | 100.8   | 26.65  |
| 06/24/08 | 3054 | 824.70   | 30   | 109.1   | 29.45  |
| 05/27/08 | 3280 | 857.55   | 32   | 102.5   | 26.80  |
| 04/25/08 | 2575 | 655.37   | 29   | 88.8    | 22.60  |
| 03/27/08 | 2665 | 672.61   | 30   | 88.8    | 22.42  |
| 02/26/08 | 3294 | 810.77   | 32   | 102.9   | 25.34  |
| 01/25/08 | 2870 | 671.77   | 30   | 95.7    | 22.39  |
| 12/25/07 | 2950 | 687.99   | 30   | 98.3    | 22.37  |
| 11/26/07 | 3147 | 702.78   | 32   | 98.3    | 21.96  |
| 10/25/07 | 2994 | 647.80   | 30   | 99.8    | 21.59  |
| 09/25/07 | 3202 | 674.06   | 32   | 100.1   | 21.06  |
| 08/24/07 | 2840 | 585.57   | 29   | 97.9    | 20.19  |

WHEN PAYING IN PERSON. PLEASE PRESENT BOTH PORTIONS

**Hawaiian Electric Co., Inc.**  
PO Box 3978  
Honolulu, HI 96812-3978

**REPAIR HOT WATER LEAKS**  
Hot water leaks are a frequent cause of  
Extreme increases in energy costs.

ACCOUNT NUMBER

SERVICE ADDRESS

1648 AUIKI ST

07/09/08

BALANCE FROM PREVIOUS BILLING  
PAYMENT - THANK YOU  
BALANCE PRIOR TO BILLING  
CURRENT ELECTRIC SERVICE DUE 08/17/08  
TOTAL AMOUNT DUE

\$1,902.44  
~~1,902.44~~  
\$0.00  
~~1,871.17~~  
\$1,871.17

AMOUNTS

RECEIVED  
JUL 30 2008

J GENERAL SERVICE-DEMAND  
FROM 06/25/08 TO 07/28/08 33 DAYS

MTR# PX000484693 KILOWATT HOURS  
CURRENT READING 28116  
PREVIOUS READING 21281  
DIFFERENCE 6835  
MULTIPLIER 1  
USAGE 6,835

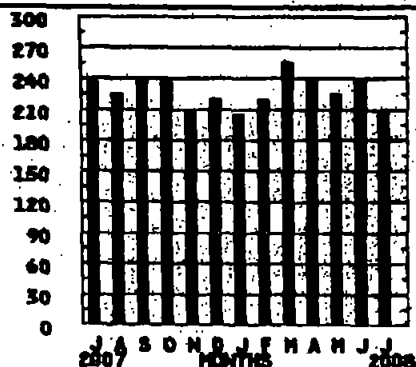
DEMAND READING KILOWATTS  
MULTIPLIER 26.173  
MEASURED DEMAND 1  
BILLING DEMAND 26.2  
29.7

BILL PERIOD

BILL DETAIL

CUSTOMER CHARGE \$70.00  
DEMAND CHARGE 252.45  
ENERGY CHARGE 918.71  
INTERIM INCREASE 2007 73.97  
2005 RATE REFUND 153.64  
INTERIM SURCHARGE 1.21  
ENERGY COST ADJUSTMENT 694.09  
IRP COST RECOVERY 14.38  
TOTAL FOR SERVICE \$1,871.17

USAGE PROFILE



ELECTRIC USAGE PROFILE FOR METER PX000484693

| DATE     | KWH  | AMOUNT     | DAYS | KWH/DAY | \$/DAY  |
|----------|------|------------|------|---------|---------|
| 07/28/08 | 6835 | \$1,871.17 | 33   | 207.1   | \$56.70 |
| 06/25/08 | 6835 | 1,871.17   | 33   | 207.1   | \$56.70 |
| 06/12/08 | 6835 | 1,771.17   | 29   | 203.8   | \$51.12 |
| 05/29/08 | 7736 | 1,735.40   | 30   | 257.7   | \$61.11 |
| 05/16/08 | 6835 | 1,871.17   | 32   | 203.8   | \$56.70 |
| 05/03/08 | 6835 | 1,871.17   | 30   | 211.0   | \$58.71 |
| 04/20/08 | 7014 | 1,827.91   | 30   | 233.8   | \$64.11 |
| 04/07/08 | 7169 | 1,504.20   | 30   | 239.0   | \$65.51 |
| 03/24/08 | 7169 | 1,308.49   | 28   | 257.1   | \$72.72 |

WHEN PAYING IN PERSON, PLEASE PRESENT BOTH PORTIONS

088241892 072908 06813 P1



"beverlymiller3@juno.com"  
<beverlymiller3@juno.com>

09/18/2008 03:35 PM

To hawaii.puc@hawaii.gov, dca@dcca.hawaii.gove

cc

bcc

Subject Hawaiian Electric increases 2008 and 2009

I am writting to express my complaint about current prices for electricity and to plead that future increases be prevented. Over the past year my family's usage has decreased per kilowatt hour, yet my cost has increased substantially. Something is clearly wrong. I have a hard enough time staying ahead of my bills, what are my teenage children going to have to face???

Beverly Miller



"Eldon Kim" <eldon@hawaii.rr.com>

09/16/2008 02:14 PM

To "Public Utilities Commission" <Hawaii.PUC@hawaii.gov>

cc

bcc

Subject HECO's 5.2% Increase

History:

This message has been forwarded

Would like to object to HECO's request for subject increase.

My HECO costs are already rising. My \$/day cost in August went up 8.5%. It went up another 11.02% in Sept. Not all of this was due to "Energy Cost Adjustment." In August, this cost went down but the \$/day cost still went up.

I understand about maintenance costs and the need for new equipment. But isn't that already built into the costs we're already paying? The rising HECO costs are not all due to rising fuel prices. The PUC needs to insure the public that HECO is not wasting money. One way is to exam HECO's operations and maintenance procedures and eliminate inefficiencies and unnecessary projects. Costs for new requirements, such as Ko Olina and Ocean Pointe, should be borne by the developer and not the public in general who gain nothing from these costs. If the new biofueled generating unit at Campbell Industrial Park is so important, why can't HECO and/or the PUC ask for state/federal funding? The other reasons for the rate increase request cited in HECO's August 2008 letter should come out of routine maintenance funds. HECO has asked, and been granted, increases before for maintenance projects but the rates rarely go back down after the projects are completed.

I don't see why HECO needs a rate increase again. The PUC must deny it.

Aloha,

Eldon Kim  
94-098 Puanane Loop  
Mililani, HI 96789





MORASM@aol.com

09/16/2008 10:44 AM

To Hawaii.PUC@hawaii.gov

cc

bcc

Subject PUC Public Hearing on HECO's Request For 5.2% increase in Elec Rates in 2009

History:

✉ This message has been forwarded

I am a senior citizen living on a fixed income.

Last year, my electric bill for August (1280 KWH) cost \$271.63.

This year, my electric bill for August (1286 KWH) cost \$413.26.

At this rate, my electric bill per month will cost almost as much as my monthly mortgage.

Other people I have talked to have voiced the same situation.

Please consider our voice in this matter.

Mahalo,  
Elaine Kishaba

Psssst...Have you heard the news? [There's a new fashion blog, plus the latest fall trends and hair styles at StyleList.com.](#)



lmwatchingyouguy@aol.com  
09/18/2008 01:21 AM

To Hawaii.PUC@hawaii.gov  
cc  
bcc  
Subject Heco Rate Increase

I understand Heco wants a rate increase to draw extra income to fund power plants and transmission lines. I also understand that Heco has an escalated cost in legal expenses and fees for many lawsuits and/or arbitration cases against the company. My question is are these lawsuits and arbitration cases causing Heco to dip into their margin of profit causing the rate payers to cover the cost of these in any way? Were these lawsuits and arbitration cases preventable as I understanding it causing Heco to spend a huge chunk of money in the hundreds of thousands of dollars and gearing towards the millions by 2009 due to **losing** many frivolous and unnecessary cases . Are these cost of any legal expenses broken down and available to the public for viewing and analysis for authentication and assurance as it will not be mixed or compromised into the rate increase in any way?

Looking for spoilers and reviews on the new TV season? [Get AOL's ultimate guide to fall TV.](#)



elizabeth nelson <hawaii1iz@yahoo.com>

09/17/2008 06:52 PM

Please respond to  
hawaii1iz@yahoo.com

To Hawaii.PUC@hawaii.gov

cc

bcc

Subject HECO rate increase

History

This message has been forwarded

I am strongly opposed to any rate hike for HECO. My electric bill has already gone up \$30+ in the past few months. And the only answer I receive as to the reason is "fuel costs". While I am sure that is true, it is also true that we need to get serious about alternative sources of fuel, not just continuing the same old course, with rate increases.

Thank you for this opportunity.

Elizabeth Nelson



"Katherine F. Braden"  
<bradenkf@aloha.com>  
09/17/2008 03:20 PM

To <governor.lingle@hawaii.gov>  
cc <Hawaii.PUC@hawaii.gov>  
bcc  
Subject Electric Rates

Aloha,

*Thank you so much for your informative talk at the Kailua CHamber of Commerce today.*

I would really like to know what good it does to regulate electric rates when all they do is up the "energy cost adjustment". I spent one month actively initiating conservation measures and we were gone for 10 days and my bill went down a whopping \$9.00. I installed solar water last month and this month I get a bill with almost doubled energy cost adjustment (\$105.84) so that I managed to save \$20.00, not the \$100 to \$150 I was supposed to save.

This is for a family of two (only 2 showers a day), single family home, no air conditioning, no pool, use cold water to wash, do have 2 refrigerators and my electric bill is averaging \$285.00 a month no matter what I do. If the State is really trying to reduce our consumption of oil, why do they allow the electric company to penalize me for using less electricity?

Sincerely,

Katherine F. Braden  
808-265-6803  
[Kateb@katebraden.com](mailto:Kateb@katebraden.com)



Noyita Saravia <noyitas@yahoo.com>

09/17/2008 01:03 PM

Please respond to  
noyitas@yahoo.com

To Hawaii.PUC@hawaii.gov

cc

bcc

Subject Fw: written statement PUC Public Hearing 9/18/08

History:

This message has been forwarded

--- On Wed, 9/17/08, Noyita Saravia <noyitas@yahoo.com> wrote:

From: Noyita Saravia <noyitas@yahoo.com>

Subject: written statement PUC Public Hearing 9/18/08

To: puc@hawaii.gov

Date: Wednesday, September 17, 2008, 12:50 PM

Public Utilities Commission

8/17/08

Dear Public Utilities Commissioners,

I appreciate the letter from the Hawaiian Electric Company, Inc. with my bill and also the opportunity to respond.

I am a senior who does not drive (you are all so lucky!) living in Kahuku traveling by bus. I cannot attend the meeting in Honolulu. I would like to suggest having other meetings in other locations. With gas prices skyrocketing many folk are limiting their driving. Bus connections are slower at night with creepy places to change busses, not a pretty situation.

The HECO letter did NOT mention the rising fuel prices effect on the cost of FOOD! A severe hardship for many elders on a fixed income who may be forced to choose between buying medication and eating. This is serious business indeed!

I am disappointed that a suggested major project requested by HECO is a new 110 MW biodiesel generating unit at Campbell Industrial Park. I am against this.

WHAT HAPPENED TO WIND POWER?

HOW ABOUT HARNESSING OCEAN WAVE POWER?

WHAT ABOUT SUN POWER?

These are truly renewable resources.

I have read that biodeisel fuel is not. I have read that biodiesel fuel is affecting food availability world wide. The growing of corn for diodiesel limits land use for edible crops. Genetically modified corn and the chemicals used further damage our aina. Looking at the larger picture for Hawaii, where is the biodiesel coming from? Being shipped here from other third world countries (perhaps creating more hunger there) will require shipping costs. If grown here taking up precious agricultural land, more food will have to be shipped to Hawaii creating higher food prices and more dependency. Scary!

I would like to see more money spent on research, development and implementation of truly new and renewable resources for our power needs.

I would like to see more money spent on educating people on how to reduce their fuel/electricity usage. And, more government requirements to assist people in doing that: such as lifting home owner's association's and HUD assisted housing project's rules that no laundry can be hung to dry in the sun. What a waste. Also, appliance replacements should be required to be Energy Star efficient NOW not years down the line. I see unneeded housing project lights on all the time: way before sunset and way after sunrise, as well as grids of park lights way into the late night.

To reduce the 3-8 p.m. peak demand time people could be encouraged to learn about and eat more raw food meals (healthy, nutritious and delicious) and save on electricity for cooking.

Lastly, (aren't you glad!), I believe tiered rates, rewarding those who conserve with lower rates for lower usage, is an excellent idea.

Thank you for your time and trouble and reading all of this, and if you got this far you probably did at least skim it. Good luck with very difficult decisions.

Aloha,

Noyita Saravia